

U S WEST, Inc.  
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1020 Nineteenth Street, NW  
Washington, DC 20036  
202 429-3134  
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**USWEST**

**Elridge A. Stafford**  
Executive Director-  
Federal Regulatory

DOCKET FILE COPY ORIGINAL RECEIVED

FEB 14 2000

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

February 14, 2000

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
445 - 12<sup>th</sup> Street, SW, TW-A325  
Washington, DC 20554

RE: U S WEST ONA Nondiscrimination Report  
CC Docket No. 88-2, Phase I, CC Docket No. 96-128

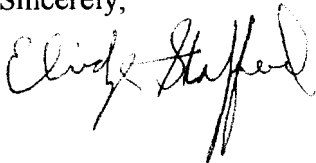
Dear Ms. Salas:

Pursuant to the FCC orders approving U S WEST's ONA Plan,<sup>1</sup> U S WEST hereby submits its ONA nondiscrimination reports for installation and maintenance for the fourth quarter of 1999.

Acknowledgment of date of receipt of this submission is requested. A duplicate letter is provided for this purpose.

Please contact me if you have any questions.

Sincerely,



Attachments

cc: Ms. Janice Myles

<sup>1</sup> See Memorandum Opinion and Order, CC Docket No. 88-2, Phase I (released May 8, 1990, and Memorandum Opinion and Order on Reconsideration, CC Docket No. 88-2, Phase I (released May 8, 1990).

Montgomery 046

Quarterly ONA Installation Detail Report  
U S WEST Communications  
4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>A1- Business</b>				
Total Orders	131228	<b>Average Interval</b>	274437	<b>Average Interval</b>
Due Dates Missed	4537	(In Days)	11388	(In Days)
% Due Dates Missed	3.46%	4	4.15%	3
		3		2
<b>A2- PBX</b>				
Total Orders	2061	<b>Average Interval</b>	17575	<b>Average Interval</b>
Due Dates Missed	126	(In Days)	1210	(In Days)
% Due Dates Missed	6.11%	9	6.88%	10
		9		9
<b>A3- Centrex</b>				
Total Orders	25041	<b>Average Interval</b>	36092	<b>Average Interval</b>
Due Dates Missed	1177	(In Days)	2043	(In Days)
% Due Dates Missed	4.70%	4	5.66%	5
		4		4
<b>A4- WATS</b>				
Total Orders	0	<b>Average Interval</b>	80	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	2.50%	8
		0.00		8
<b>A5- Mobile</b>				
Total Orders	0	<b>Average Interval</b>	8	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	12.50%	4
		0.00		5
<b>A6- Feature Group A</b>				
Total Orders	6	<b>Average Interval</b>	303	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	20	(In Days)
% Due Dates Missed	0.00%	1	6.60%	4
		1		4
<b>A7- Foreign Exchange</b>				
Total Orders	596	<b>Average Interval</b>	1674	<b>Average Interval</b>
Due Dates Missed	27	(In Days)	58	(In Days)
% Due Dates Missed	4.53%	2	3.46%	3
		2		2

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**U S WEST Communications**  
 4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>B1- Feature Group B</b>				
Total Orders	0	<b>Average Interval</b>	172	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	11	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>6.40%</b>	22
		0.00		19
<b>B2-Feature Group D</b>				
Total Orders	0	<b>Average Interval</b>	1887	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	179	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>9.49%</b>	33
		0.00		30
<b>B3- DID</b>				
Total Orders	23	<b>Average Interval</b>	108	<b>Average Interval</b>
Due Dates Missed	2	(In Days)	11	(In Days)
% Due Dates Missed	<b>8.70%</b>	12	<b>10.19%</b>	10
		11		9

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**U S WEST Communications**  
 4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>C1-Packet DDD Line</b>				
Total Orders	39	<b>Average Interval</b>	711	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	123	(In Days)
% Due Dates Missed	0.00%	15	17.30%	21
		15		16
<b>C2-Packet Synchronous Access</b>				
Total Orders	0	<b>Average Interval</b>	376	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	95	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	25.27%	21
		0.00		21
<b>C3-Packet Asynchronous Access</b>				
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**U S WEST Communications**  
 4 QTR 1999

		<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
<b>D1- Protective Alarm</b>				
Total Orders	0	<b>Average Interval</b>	55	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	11	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>20.00%</b>	6
		0.00		8
<b>D2- Protective Relay</b>				
Total Orders	0	<b>Average Interval</b>	67	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>8.96%</b>	10
		0.00		7
<b>D3- Control Circuit</b>				
Total Orders	1	<b>Average Interval</b>	132	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	8	(In Days)
% Due Dates Missed	<b>0.00%</b>	3	<b>6.06%</b>	3
		0.00		1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**U S WEST Communications**  
 4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>E1- Telegraph 75 Baud</b>				
Total Orders	0	<b>Average Interval</b>	1	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>0.00%</b>	1
		0.00		0.00
<b>E2- Telegraph 150 Baud</b>				
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>NO ACTIVITY</b>	0.00
		0.00		0.00

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
U S WEST Communications  
4 QTR 1999

	AFFILIATE		ALL OTHERS	
<b>F1- Voice, Non-Switched Line</b>				
Total Orders	2	Average Interval	132	Average Interval
Due Dates Missed	0	(In Days)	24	(In Days)
% Due Dates Missed	0.00%	20	18.18%	11
		0.00		9
<b>F2- Voice, Switched Line</b>				
Total Orders	15	Average Interval	1089	Average Interval
Due Dates Missed	1	(In Days)	193	(In Days)
% Due Dates Missed	6.67%	16	17.72%	16
		13		13
<b>F3- Voice, Switched Trunk</b>				
Total Orders	0	Average Interval	913	Average Interval
Due Dates Missed	0	(In Days)	75	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	8.21%	28
		0.00		25
<b>F4- Voice and Tone, Radio Land Line</b>				
Total Orders	1	Average Interval	48	Average Interval
Due Dates Missed	0	(In Days)	9	(In Days)
% Due Dates Missed	0.00%	5	18.75%	24
		5		17
<b>F5- Data, Low Speed</b>				
Total Orders	0	Average Interval	102	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	3.92%	15
		0.00		11
<b>F6- Basic Data and Voice</b>				
Total Orders	30	Average Interval	3115	Average Interval
Due Dates Missed	3	(In Days)	354	(In Days)
% Due Dates Missed	10.00%	9	11.36%	15
		11		11
<b>F7- Voice/Data PSN Access Tie Trunk</b>				
Total Orders	0	Average Interval	230	Average Interval
Due Dates Missed	0	(In Days)	10	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	4.35%	15
		0.00		12
<b>F8- Voice/Data SSN Access</b>				
Total Orders	0	Average Interval	115	Average Interval
Due Dates Missed	0	(In Days)	10	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	8.70%	66
		0.00		97
<b>F9- Voice/Data SSN Intermachine Trunk</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
<b>F10- Data Extension, Voice Grade</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
<b>F11- Voice Grade Telephoto and Facsimile</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
<b>F12- Protective Relay, Voice Grade</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**U S WEST Communications**  
 4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>G1- Program Audio, 200-3500 Hz</b>				
Total Orders	0	<b>Average Interval</b>	46	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>10.87%</b>	10
		0.00		6
<b>G2- Program Audio, 100-5000 Hz</b>				
Total Orders	1	<b>Average Interval</b>	14	<b>Average Interval</b>
Due Dates Missed	1	(In Days)	2	(In Days)
% Due Dates Missed	<b>100.00%</b>	19	<b>14.29%</b>	11
		19		5
<b>G3- Program Audio, 50-8000 Hz</b>				
Total Orders	2	<b>Average Interval</b>	60	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	21	(In Days)
% Due Dates Missed	<b>0.00%</b>	33	<b>35.00%</b>	15
		0.00		13
<b>G4- Program Audio, 50-15000 Hz</b>				
Total Orders	1	<b>Average Interval</b>	25	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	14	(In Days)
% Due Dates Missed	<b>0.00%</b>	8	<b>56.00%</b>	22
		8		11

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.



Quarterly ONA Installation Detail Report  
**U S WEST Communications**  
 4 QTR 1999

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>H1- TV Channel, 1 Way 15 kHz Audio</b>			
Total Orders	0	<b>Average Interval</b>	82
Due Dates Missed	0	(In Days)	3
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>3.66%</b>
		0.00	14
			16
<b>H2- TV Channel, 1 Way 5 kHz Audio</b>			
Total Orders	0	<b>Average Interval</b>	0
Due Dates Missed	0	(In Days)	0
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>NO ACTIVITY</b>
		0.00	0.00
			0.00

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
U S WEST Communications  
4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>I1- Digital Voice Circuit</b>				
Total Orders	5	<b>Average Interval</b>	265	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	33	(In Days)
% Due Dates Missed	0.00%	5	12.45%	13
		0.00		12
<b>I2- Digital Data, 2.4 kbps</b>				
Total Orders	0	<b>Average Interval</b>	57	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	8.77%	9
		0.00		6
<b>I3- Digital Data, 4.8 kbps</b>				
Total Orders	0	<b>Average Interval</b>	19	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	5.26%	18
		0.00		6
<b>I4- Digital Data, 9.6 kbps</b>				
Total Orders	2	<b>Average Interval</b>	1181	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	56	(In Days)
% Due Dates Missed	0.00%	0	4.74%	17
		0		11
<b>I5- Digital Data, 56 kbps</b>				
Total Orders	13	<b>Average Interval</b>	15836	<b>Average Interval</b>
Due Dates Missed	3	(In Days)	1535	(In Days)
% Due Dates Missed	23.08%	19	9.69%	16
		14		11

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The bottom Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**U S WEST Communications**  
 4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>J1- Dedicated Hicap Digital, 1.544 mbps</b>				
Total Orders	246	<b>Average Interval</b>	32889	<b>Average Interval</b>
Due Dates Missed	56	(In Days)	6652	(In Days)
% Due Dates Missed	<b>22.76%</b>	26	<b>20.23%</b>	20
		21		18

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 The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**U S WEST Communications**  
 4 QTR 1999

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
<b>K1- Dedicated Hicap Digital, 3.152 mbps</b>					
Total Orders	0	<b>Average Interval</b>	8	<b>Average Interval</b>	
Due Dates Missed	0	(In Days)	3	(In Days)	
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>37.50%</b>	22	
		0.00		23	
<b>K2- Dedicated Hicap Digital, 6.312 mbps</b>					
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>NO ACTIVITY</b>	0.00	
		0.00		0.00	
<b>K3- Dedicated Hicap Digital, 44.736 mbps</b>					
Total Orders	10	<b>Average Interval</b>	1668	<b>Average Interval</b>	
Due Dates Missed	1	(In Days)	319	(In Days)	
% Due Dates Missed	<b>10.00%</b>	13	<b>19.12%</b>	25	
		16		24	
<b>K4- Dedicated Hicap Digital, &gt;45 mbps</b>					
Total Orders	2	<b>Average Interval</b>	140	<b>Average Interval</b>	
Due Dates Missed	0	(In Days)	25	(In Days)	
% Due Dates Missed	<b>0.00%</b>	35	<b>17.86%</b>	26	
		0.00		19	

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**U S WEST Communications**  
 4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>L1- Smart PAL</b>				
Total Orders	2799	<b>Average Interval</b>	6	<b>Average Interval</b>
Due Dates Missed	454	(In Days)	1	(In Days)
% Due Dates Missed	16.22%	12	16.67%	11
		10		1
<b>L2- Basic PAL</b>				
Total Orders	1105	<b>Average Interval</b>	9203	<b>Average Interval</b>
Due Dates Missed	294	(In Days)	469	(In Days)
% Due Dates Missed	26.61%	22	5.10%	5
		20		1

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report  
**U S WEST Communications**  
 4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>A1- Business</b>				
Total Tickets	26		120	
Average Interval in Hrs/Mns	5	40	8	54
<b>A2- PBX</b>				
Total Tickets	265		3150	
Average Interval in Hrs/Mns	4	15	4	45
<b>A3- Centrex</b>				
Total Tickets	170		305	
Average Interval in Hrs/Mns	6	25	6	50
<b>A4-WATS</b>				
Total Tickets	0		98	
Average Interval in Hrs/Mns	NO ACTIVITY		11	1
<b>A5- Mobile</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
<b>A6- Feature Group A</b>				
Total Tickets	1		228	
Average Interval in Hrs/Mns	0	1	3	7
<b>A7- Foreign Exchange</b>				
Total Tickets	311		1160	
Average Interval in Hrs/Mns	5	51	4	22

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Quarterly ONA Maintenance Report  
**U S WEST Communications**  
 4 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
<b>B1- Feature Group B</b>			
Total Tickets	0	32	
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>	<b>4</b>	<b>39</b>
<b>B2- Feature Group D</b>			
Total Tickets	0	400	
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>	<b>10</b>	<b>44</b>
<b>B3- DID</b>			
Total Tickets	283	2462	
Average Interval in Hrs/Mns	<b>4</b>	<b>15</b>	<b>27</b>

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Quarterly ONA Maintenance Report  
**U S WEST Communications**  
 4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>C1-Packet DDD Line</b>				
Total Tickets	23		2203	
Average Interval in Hrs/Mns	2	7	1	10
<b>C2-Packet Synchronous Access</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
<b>C3-Packet Asynchronous Access</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	

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Quarterly ONA Maintenance Report  
U S WEST Communications  
4 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
<b>D1- Protective Alarm</b>			
Total Tickets	0	63	
Average Interval in Hrs/Mns	NO ACTIVITY	4	45
<b>D2- Protective Relay</b>			
Total Tickets	0	149	
Average Interval in Hrs/Mns	NO ACTIVITY	12	55
<b>D3- Control Circuit</b>			
Total Tickets	0	0	
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY	
*****:*****:*****:*****:*****:*****:*****			

Quarterly ONA Maintenance Report  
**U S WEST Communications**  
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	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
<b>E1- Telegraph Grade, 75 Baud</b>			
Total Tickets	0	2	
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>	<b>5</b>	<b>5</b>
<b>E2- Telegraph Grade, 150 Baud</b>			
Total Tickets	0	32	
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>	<b>5</b>	<b>44</b>

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Quarterly ONA Maintenance Report  
**U S WEST Communications**  
 4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>F1- Voice, Non-Switched Line</b>				
Total Tickets	15		279	
Average Interval in Hrs/Mns	3	49	6	43
<b>F2- Voice, Switched Line</b>				
Total Tickets	664		3439	
Average Interval in Hrs/Mns	4	54	6	6
<b>F3- Voice, Switched Trunk</b>				
Total Tickets	632		3875	
Average Interval in Hrs/Mns	3	34	4	21
<b>F4- Voice and Tone, Radio Land Line</b>				
Total Tickets	5		214	
Average Interval in Hrs/Mns	5	25	5	50
<b>F5- Data, Low Speed</b>				
Total Tickets	0		151	
Average Interval in Hrs/Mns	NO ACTIVITY		5	49
<b>F6- Basic Data and Voice</b>				
Total Tickets	175		8659	
Average Interval in Hrs/Mns	4	44	3	55
<b>F7- Voice and Data, PSN Access</b>				
Total Tickets	0		235	
Average Interval in Hrs/Mns	NO ACTIVITY		5	16
<b>F8- Voice and Data, SSN Access</b>				
Total Tickets	0		14	
Average Interval in Hrs/Mns	NO ACTIVITY		4	36
<b>F9- Voice and Data, SSN Intermachine</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
<b>F10- Data Extension, Voice Grade</b>				
Total Tickets	3		233	
Average Interval in Hrs/Mns	2	12	3	10
<b>F11- Voice Grade Telephoto and Facsimile</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
<b>F12- Protective Relay, Voice Grade</b>				
Total Tickets	0		10	
Average Interval in Hrs/Mns	NO ACTIVITY		4	3

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Quarterly ONA Maintenance Report  
**U S WEST Communications**  
 4 QTR 1999

	AFFILIATE		ALL OTHERS	
<b>G1- Program Audio, 200-3500 Hz</b>				
Total Tickets	0		18	
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>		<b>4</b>	<b>27</b>
<b>G2- Program Audio, 100-5000 Hz</b>				
Total Tickets	0		15	
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>		<b>11</b>	<b>59</b>
<b>G3- Program Audio, 50-8000 Hz</b>				
Total Tickets	3		50	
Average Interval in Hrs/Mns	<b>11</b>	<b>11</b>	<b>7</b>	<b>30</b>
<b>G4- Program Audio, 50-15000 Hz</b>				
Total Tickets	4		55	
Average Interval in Hrs/Mns	<b>1</b>	<b>34</b>	<b>19</b>	<b>0</b>
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Quarterly ONA Maintenance Report  
U S WEST Communications  
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	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>H1- TV Channel, 1 Way 15 kHz Audio</b>		
Total Tickets	0	57
Average Interval in Hrs/Mns	NO ACTIVITY	3 23
<b>H2- TV Channel, 1 Way 5 kHz Audio</b>		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY

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Quarterly ONA Maintenance Report  
**U S WEST Communications**  
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	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>I1- Dedicated Voice Circuit</b>				
Total Tickets	0		81	
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>		<b>3</b>	<b>3</b>
<b>I2- Dedicated Data 2.4 kbps</b>				
Total Tickets	0		214	
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>		<b>6</b>	<b>7</b>
<b>I3- Dedicated Data 4.8 kbps</b>				
Total Tickets	0		39	
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>		<b>3</b>	<b>8</b>
<b>I4- Dedicated Data 9.6 kbps</b>				
Total Tickets	0		759	
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>		<b>5</b>	<b>1</b>
<b>I5- Dedicated Data 56 kbps</b>				
Total Tickets	48		12861	
Average Interval in Hrs/Mns	<b>1</b>	<b>56</b>	<b>3</b>	<b>36</b>
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Quarterly ONA Maintenance Report  
**U S WEST Communications**  
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	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>J1- Dedicated Hicap Digital, 1.544 mbps</b>		
Total Tickets	294	15399
Average Interval in Hrs/Mns	<b>3</b>	<b>35</b>
	<b>3</b>	<b>46</b>
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Quarterly ONA Maintenance Report  
**U S WEST Communications**  
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	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>L1- Smart PAL</b>		
Total Tickets	4516	0
Average Interval in Hrs/Mns	32	54 NO ACTIVITY
<b>L2- Basic PAL</b>		
Total Tickets	3041	2659
Average Interval in Hrs/Mns	25	29 22 35

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Quarterly ONA Maintenance Report - Tickets with Due Dates  
**U S WEST Communications**  
 4 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>A1 - Business</b>		
Total Tickets	65,683	122,888
Average Interval in Hrs/Mns	<b>15:20</b>	<b>16:33</b>
Due Dates Missed	4,914	10,541
% Due Dates Missed	<b>7.48%</b>	<b>8.58%</b>
<b>A2 - PBX</b>		
Total Tickets	1,332	10,009
Average Interval in Hrs/Mns	<b>14:25</b>	<b>13:00</b>
Due Dates Missed	127	814
% Due Dates Missed	<b>9.53%</b>	<b>8.13%</b>
<b>A3 - Centrex</b>		
Total Tickets	20,588	29,823
Average Interval in Hrs/Mns	<b>17:18</b>	<b>20:01</b>
Due Dates Missed	1,988	3,620
% Due Dates Missed	<b>9.66%</b>	<b>12.14%</b>
<b>A4 - WATS</b>		
Total Tickets	6	84
Average Interval in Hrs/Mns	<b>10:24</b>	<b>18:22</b>
Due Dates Missed	0	7
% Due Dates Missed	<b>0.00%</b>	<b>8.33%</b>
<b>A5 - Mobile</b>		
Total Tickets	6	65
Average Interval in Hrs/Mns	<b>12:08</b>	<b>8:28</b>
Due Dates Missed	1	3
% Due Dates Missed	<b>16.67%</b>	<b>4.62%</b>
<b>A6 - Feature Group A</b>		
Total Tickets	32	298
Average Interval in Hrs/Mns	<b>9:38</b>	<b>10:44</b>
Due Dates Missed	2	31
% Due Dates Missed	<b>6.25%</b>	<b>10.40%</b>
<b>A7 - Foreign Exchange</b>		
Total Tickets	655	1,840
Average Interval in Hrs/Mns	<b>9:11</b>	<b>8:24</b>
Due Dates Missed	26	85
% Due Dates Missed	<b>3.97%</b>	<b>4.62%</b>

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Quarterly ONA Maintenance Report - Tickets with Due Dates  
**U S WEST Communications**  
 4 QTR 1999

	<u><b>AFFILIATE</b></u>	<u><b>ALL OTHERS</b></u>
<b>E1 - Telegraph grade, 75 baud</b>		
Total Tickets	0	0
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>	<b>NO ACTIVITY</b>
<b>E2 - Telegraph grade, 150 baud</b>		
Total Tickets	10	205
Average Interval in Hrs/Mns	<b>6:46</b>	<b>42:27</b>
Due Dates Missed	2	113
% Due Dates Missed	<b>20.00%</b>	<b>55.12%</b>
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